



State of California
Department of Corrections and Rehabilitation
Human Resources
Office of Workforce Planning

Duty Statement

Rev. 7/24/2017

Incumbent:	Location: Downtown, Sacramento
Section/Unit: Payroll Operations Section	Classification: Staff Services Manager II
Position Number (s): 065-575-4801-918	Supervised By: Staff Services Manager III

Under the general direction of the Staff Services Manager (SSM) III, Payroll & Benefits Operations Section, the Staff Services Manager II plans, organizes and directs the work of subordinate managers and staff. This position requires a thorough and detailed knowledge of appropriate laws, rules, regulations, and contract language pertaining to personnel Transactions, Disability, Benefits, and Position Control. The SSM II must work in collaboration with all other managers in Office of Workforce Planning (OWP) to ensure uniform procedures in the administration of all employee services and to ensure compliance with personnel laws, rules, policies and procedures. This position requires the use of Business Information System (BIS) data for many daily activities. OWP staff is expected to utilize BIS on an on-going basis as required by their position and duties, which may vary. The incumbent provides advice and expert consultation to top level managers and executive staff on sensitive and complex personnel matters. The incumbent is responsible to set goals, monitor staff performance measures, and direct staff toward achieving the department's goals of workforce excellence and organizational effectiveness and to model and instill the department's core values of integrity, accountability, justice, employee well-being and collaboration. The incumbent provides effective training and guidance to line management participates as a member of the OWP management, and acts in the absence of the SSM III, Payroll & Benefits Operations, as necessary.

ESSENTIAL FUNCTIONS

- 40% The SSM II is responsible for the direct supervision of Staff Services Manager I's, and indirectly supervises analysts, Personnel Supervisors, and Personnel Specialists, and provides overall management of OWP personnel transactions functions and providing support in the areas of personnel record keeping, payroll, personnel documents processing, leave accounting, retirement benefits, and related personnel transactions functions. Oversees Payroll Operations Section projects, including, but not limited to: grievance responses, timely payment of wage lawsuits, information requests related to audits or litigation. Oversees internal desk reviews, and the development of policies and procedures related to personnel transactions. Ensures subordinates have the necessary tools, training, and resources to meet operational needs and provide timely and high quality customer services. Plans and distributes workload, sets priorities, ensures completed staff work is accomplished, participates in strategic planning and process improvement activities as it relates to the Payroll Operations Section and the Department.

- 20% Works cooperatively with other SSM IIs in OWP, establishes standardized procedures, ensures uniform compliance with personnel laws, rules, policy and procedures, and facilitates communication and efficient workflow between the institutions/offices/programs and all OWP Payroll Operations staff in order to provide seamless personnel services relative to payroll processing, leave accounting, AR/SAs, and other related work. Continuously reviews and evaluates processes and implements changes as needed to maintain and/or enhance services and/or streamline processes, and/or to be in compliance with new and revised laws, rules, policies and procedures, etc. May serve as a subject matter expert or stakeholder for outside entities, such as the Department's BIS Project, the SA Automation Project, etc. Responsible for ensuring collaboration and participation by SMEs in the development of procedures and training materials and presentations for OWP staff. Participates in OWP Performance Measures workgroup by developing and establishing performance measures and surveys related to OWP performance in areas of personnel transactions (i.e., new employee payroll, overtime processing, salary advances, etc.).
- 10% Provides guidance and expert consultation to top level managers/administrators and executive staff regarding sensitive and complex issues such as arbitrations/litigation involving payroll, military leave, AR/SA collection, or leave accounting issues, and other sensitive and confidential activities that require the collection and presentation of data and statistics.
- 10% Individually or as a project manager/task force leader will participate and lead in OWP strategic process improvement activities, such as ensuring a well trained workforce strategies goals, resource and information delivery strategy goals, customer service strategy goals and communication goals; and completes agency/department and/or divisional level assignments of the most sensitive, complex, and/or confidential nature relating to personnel, payroll, leave accounting, or other Transactions matters.
- 10% Represents the Department at meetings, conferences, and public hearings; establishes and maintains positive working relationships with department program managers, OWP and Human Resources (HR) managers, Office of Labor Relations staff, Accounting Office staff, and control agencies.
- 5% Recruits and selects staff, fosters staff development, approves and denies leave requests, evaluates staff performance, provides on-going performance feedback, coaches subordinate supervisors and staff, instilling the Department's core values, sharing missions, visions, and goals as a regular part of staff training and dialogue.
- 5% Conducts and attends HR and internal OWP staff meetings as required; responds to inquiries; participates as a member of the OWP management team; acts in the absence of the SSM III, Payroll & Benefits Operations. Position may require occasional travel.

Employee Signature: _____

Date: _____

Supervisor Signature: _____

Date: _____